

# ***VERTICE TRAVEL***

**> COMMERCIAL CONDITIONS <**

SEASON 2026/2027



When booking with Vertice Tour Operador SpA, hereinafter “Vertice Travel”, and once the confirmation of the respective trip has been issued, the reservations and conditions will be subject to the acceptance and compliance with the following terms and conditions:

 **1. RESERVATION REQUEST.**

Reservations must be requested in writing to the email [ventas@vertice.travel](mailto:ventas@vertice.travel) . The request for reservation will be understood as ratified by Vertice Travel's response by the same means, confirming the date, type of program and payment information. However, the confirmation of the reservation will only be made once the client has fully accepted these terms and conditions, and as established therein.

In addition, in the case of contracting trekking circuits, each passenger must read, complete and sign a release of liability, prior to the start of the reserved program, a document which will be sent by the sales executive.

This form of communication also applies to modifications, cancellations and/or annulments. It should be considered that a modification of the reservation could cause a change in the final amount to be paid

 **2. PAYMENTS, MODIFICATIONS, CANCELLATIONS AND ANNULMENTS.**

The conditions of payment, modification, cancellation and/or annulment of reservations are governed by the provisions of this section. These conditions will be applicable to all programs, unless special conditions are expressly reported for a specific service or program at the time of booking.

**2.1 REGULAR AND INDIVIDUAL DEPARTURES :****Payment of the reservation:**

- 100% of the total program will be requested to confirm the reservation.



**Reservation modification:**

- Any modification of the reservation must be requested 75 days in advance. Calendar days prior to the start of the reserved program. After this period, the reservation cannot be modify the reservation.

**Cancellation of reservation and No Show:**

- If the reservation is canceled with a minimum of 75 days in advance, calendar days prior to the start of the program, 95% of what has already been paid will be reimbursed, and the remaining 5% will be considered as payment of operational expenses.
- If the reservation is canceled with less than 70 calendar days in advance to the start of the program, no refund will be made.
- If the passenger does not show up on the start day of the program according to the reservation, it will be considered a No Show, and no refund or return will be made.
- Regarding the tickets to the Torres del Paine National Park, regular bus tickets regular bus tickets and lake transfer companies, as these are services acquired from a external entity that does not allow modifications of dates, names or cancellations, the value of such tickets or services will not be refundable in any case.

**Reservations are nominative and non-transferable.**

## **2.2 RIGHT OF WITHDRAWAL:**

In accordance with the provisions of article 3 bis of Law N°19.496 on Consumer Protection, its amendments, and its Electronic Commerce Regulations, the right of withdrawal in the contracting of services by electronic means, is that which the consumer can exercise within 10 days from the contracting of the services, to unilaterally terminate them and obtain the return of sums paid, unless the supplier expressly provides otherwise, and informs the consumer about such exclusion prior to the contracting and payment of the services.

In this act, and as permitted by the regulations, Vértice Travel excludes from all the services it provides, the right of withdrawal in the terms set forth in article 3 bis of Law N°19.496 and, instead, informs that the right of withdrawal on the services that are reserved by passengers through electronic means (website or e-mail), will be subject to the form and terms established below:

- In the case of purchases made more than 75 calendar days in advance of the date of commencement of the program, the right of withdrawal will only apply if notice is given by written to [ventas@vertice.travel](mailto:ventas@vertice.travel), with a minimum of 75 days in advance calendar days to the start date of the program.
- In the case of purchases made less than 75 calendar days in advance of the date of commencement of the program, the right of withdrawal will only apply if notice is given by written to the email [ventas@vertice.travel](mailto:ventas@vertice.travel) within 5 business days following the payment date of the reservation.
- Once the right has been exercised in the manner previously established, Vértice Travel will proceed with the return of 95% of the sums paid, except those that correspond to services already provided as of the date of withdrawal. The remaining 5% will be considered as payment of operational expenses.



## 2.3. PAYMENT METHODS:

All reservations must be paid according to the provisions in point 2.1. above. If payment is not made on the stipulated dates, Vértice Travel reserves the right to cancel the reservation and no refunds will be made of what has already been paid.

Payments can be made through bank deposits, transfers, national and/or foreign credit cards, PayPal or WeTravel.

### DEPOSITS IN US DOLLARS IN CHILE

**Beneficiary:**  
Vertice Tour Operador SpA  
**RUT:** 76.539.078-8  
**Bank:** Banco de Chile  
**Branch:** Puerto Natales  
**Account number USD:** 5-800-15899-01  
**Email:** [ventas@vertice.travel](mailto:ventas@vertice.travel)

### TRANSFERS IN US DOLLARS / WIRE TRANSFERS IN CHILE

**Beneficiary:**  
Vertice Tour Operador SpA  
**Address / Phone:** Bulnes 1202, Puerto  
Natales, Chile / +56 61 241 4500  
**Bank:** Banco de Chile, oficina central  
**Swift code:** BCHICLRM  
**Bank address:** Ahumada 251,  
Santiago, Chile  
**Reference:** (Passenger's last name)  
**Charge detail:** OUR  
**Email:** [ventas@vertice.travel](mailto:ventas@vertice.travel)

### TRANSFERS IN US DOLLARS / WIRE TRANSFERS IN NEW YORK

**Beneficiary:**  
Vertice Tour Operador SpA  
**Bank:** Itaú Corpbanca, Nueva York  
**Account number:** 3010753  
**ABA number:** 026014627  
**Swift code:** CONBUS33  
**Bank address:** 885 Third Ave,  
Floor 33, New York, NY, 10022, USA  
**Reference:** (Passenger's last name)  
**Charge detail:** OUR  
**Email:** [ventas@vertice.travel](mailto:ventas@vertice.travel)



When paying through webpay, it is important to indicate in the subject the name of the passenger and the program they are paying for, and send the receipt to the executive with whom they are dealing.

To pay with PayPal, it is important that the passenger sends the email associated with PayPal to the executive they are in contact with, so that they can send the payment form.

### **IMPORTANT**

The operational expenses originated by the deposits or transfers both from the country issuing the transfer and from the receiving bank, are the responsibility of the issuer of the transfer. Vertice Travel is not responsible for these. In the case of using Wire Transfer, the “OUR” charge detail (field 71A Charge Details) must be instructed.

The client must ensure that the amount confirmed in the reservation is received by Vertice in its entirety, by sending an email to the collection executive with a copy to [ventas@vertice.travel](mailto:ventas@vertice.travel).



 **3. BILLING.**

Vertice Travel is only obliged to issue a sales invoice taxed with Value Added Tax (VAT) for the commission earned and not on the total value of the service. However, we will issue the tax document that will detail the total payment received (Official Letters N°2602 of 1985 and N°2451 of 2007, issued by the Internal Revenue Service).

Foreign clients must present a valid passport and entry card to the country (original and with a valid expiration date) for tax exemption on accommodation services; otherwise, the corresponding taxes will be applied.

 **4. RESPONSIBILITIES.**

Vertice Travel is not responsible for additional costs due to modifications, cancellations or cancellations of reservations, nor for extra expenses caused by losses or delays in passenger transport services, whether land, maritime, air or lake.

Vertice Travel is not responsible for cancellations due to unforeseen events or force majeure and, in this case, the passenger will not be reimbursed.

Likewise, Vertice Travel is not responsible for damages or loss of documents or personal belongings of passengers during trips or specific dates of the program. It is the responsibility of each passenger to take care of their belongings, to carry out a preventive medical check-up prior to any activity, excursion, trekking, etc., to ensure that your health is in good condition and is compatible with the activity to be carried out.

During the dates of the program, if the passenger should withdraw from the trip before the completion of it, whatever the cause, no refund will be made.



Vertice Travel is not responsible for damages or accidents that occur in the road to or on the trails or in places that are not related to the services contracted to Vertice Travel. It is the responsibility of each passenger to find out about the characteristics, limitations and requirements of each activity, of the climatic conditions, of the routes and their difficulties, of the clothing and equipment appropriate to the effect, etc. At the same time, it is the responsibility of the passengers to inform themselves with CONAF about the closing and opening hours of the trails and as well as the internal regulations of the Torres del Paine National Park. Paine. Any responsibility that may fall on Vertice Travel must be accredited by judicial sentence.

It is the duty of passengers to have their documentation up to date and have the permits and visas necessary to cross borders.

Vertice Travel does not make refunds nor is it responsible for the expenses of the passenger in case you are in the need to be rescued or if, for some reason, you withdraw or need to abandon the trip ahead of time.

Vertice Travel is not responsible for any additional expenses that the passenger if the trip is delayed due to weather conditions, strikes, robberies, acts of nature, civil unrest, terrorism, acts of war, restrictions or governmental regulations, failures of any type of transport in its arrival or departure from the program, or any reason in which Vertice Travel has no control direct.

Vertice Travel rejects the sexual and commercial exploitation of children, adolescents and minors, committing to denounce, detect and train its staff in the prevention of any tourist activity or third-party services that involve a minor.

Vertice Travel is not responsible for cancellations, annulments, modifications or No Show due to impossibility in arrivals or access to shelters or camping due to external causes, such as weather problems, road closures, natural phenomena, problems with air connections, delayed transfers or non-departure of boats and / or catamarans, social or political demonstrations or other problems derived from these, or any other factor beyond the will and control of Vertice Travel, such as accidents or illnesses, before or during your visit to Torres del Paine. For such eventualities, it is suggested that passengers take out travel insurance.



In the event that the passenger has contracted accommodation services in a shelter or campsite whose provider is Vertice S.A., the following is noted:

- 1. Partial trail closure (24 to 48 hours):** If the passenger is doing the circuit and needs to stay an additional night, a camping site will be guaranteed at no cost to spend the night. The total amount paid will be taken and, depending on the passenger's needs, the extras not covered by the amount paid for the circuit will be charged. Vertice S.A. will guarantee habitability in shelters and / or campsites according to availability and, in case of total occupation, over-capacity will be available in campsites, if any.
- 2. Total trail closure (more than 48 hours):** If the passenger needs to stay more than two additional nights, a camping site will be guaranteed at no cost. The total amount paid will be taken and credited to the new services, charging only the uncovered extras. Vertice S.A. will guarantee habitability in shelters and / or campsites according to availability and, in case of total occupation, over-capacity will be available in campsites, if any.
- 3. Major accident (requires evacuation):** In the event of a serious accident requiring evacuation from the Park and requiring additional services such as one night, habitability in a shelter will be ensured according to availability or a camping site at no cost and the amount paid for the circuit will be credited to the new services. If the evacuation is immediate, as it is due to force majeure, no refund will be made of the money paid for the rest of the circuit.
- 4. Minor accident or fatigue:** Habitability in a shelter and / or campsite will be ensured according to availability and with additional cost, which will be borne by the passenger.

In the event that the administration of the Torres del Paine National Park determines the closure of trails, it will not be possible for passengers to move between shelters and / or sites of camping. This measure responds to security protocols, thus guaranteeing a safe and responsible experience.

#### **Habitability commitment:**

In the event of the trail being closed due to any climatic emergency or passenger accident on the route, Vertice S.A. will guarantee accommodation at a campsite if available, and even in the event of total occupation, will provide overcapacity, if available. Although the capacity / quotas of beds and campsites is limited by the regulations of the Park authority and the health authority, Vertice S.A. will ensure a campsite for each affected passenger, according to availability and within the frameworks that the law allows.



 **5. TRAVEL INSURANCE.**

Vertice Travel strongly suggests taking out travel insurance that covers the costs of cancellations due to both weather conditions and force majeure, as well as accident insurance in accordance with the activities to be carried out. This insurance must cover personal accidents, repatriation expenses and any other fees that may occur due to damage, loss, injury, delays or any other unexpected inconvenience that may be experienced during the trip.

It is suggested that, when taking out travel insurance, the insurer is informed of the type of trip to be taken, as not all insurance includes adventure tourism activities, which may be included in the itinerary of your program.

 **6. HEALTH REPORT AND RELEASE OF LIABILITY.**

It is mandatory that passengers notify Vértice Travel of any health problems when booking their trip, to determine if they can perform certain activities or if they require any additional support.

In the case of guided programs, the guide reserves the right to request that a passenger leave the program because they are not fit to perform it or that it may pose a risk to themselves and/or the rest of the group. In his opinion, the passenger may be asked not to continue with his trip if, due to any situation or circumstance, the person is not physically or mentally capable of continuing with the activity or does not follow the instructions.

In such circumstances, there will be no right to any refund.

Due to the geographical difficulty that may prevent access to medical care and hospitals, Vértice Travel is not responsible for the delivery of medical care at any time during the trip.

All passengers will be required, during confirmation and payment of the program, to accept and sign the waiver of liability, verify their health status, and assume responsibility for their limitations and/or special needs.



 **7. MANDATE.**

The client grants Vertice Travel the present mandate to act in its name and on its behalf, with the right to contract all the services necessary to carry out the agreed itinerary, such as accommodations, transfers, meals, excursions, and other types of services indicated in the cost of the program.

The client authorizes Vertice Travel to use the present mandate with other local operators or suppliers to contract the services that Vertice Travel may need to comply with the agreements made. Both parties declare that the contracted services do not represent any additional expense on the part of the client.

 **8. WHAT YOU NEED TO DO THE CIRCUITS.**

The climate in Patagonia is famous for being able to have the 4 seasons in the same day, from a lot of wind with sun, then cloudy, rain and even hail.

The secret to being able to enjoy Patagonia in the best way is to dress in layers, in order to obtain maximum comfort with minimum weight. It is important to use wind-resistant clothing with materials that are also quick-drying, which is why we do not recommend the use of cotton.

If you are thinking of acquiring new shoes, we advise you to use them for a while before bringing them on your trip and do not forget to bring patches or treatments against blisters, they are always very useful.

It is always advisable to bring all your clothes inside dry bags, so, whatever the weather may be, you will always have dry clothes to wear in the afternoons in the shelters.



The following are suggestions:

**For trekking:**

- Backpack between 35 and 50 liters (to carry your personal items).
- Water-resistant Trekking boots (we recommend high tops to avoid injuries ankle).
- Waterproof gorotex or similar jacket and pants (cotton or wool do not dry quickly or keep you warm during active days).
- Fleece jacket.
- Down jacket.
- Fleece or wool hat, ideally covering the ears.
- Buff or bandana.
- Mini crampons.
- Trekking poles.
- Trekking pants.
- Trekking socks.
- Small first aid kit.
- Gloves.
- Sunglasses.
- Cap or visor for the sun.
- Sunscreen with SPF30+ protection.
- Lip protection with sunscreen.
- Water bottle (ideally 750cc).

\*The water from rivers and streams is drinkable, as long as they are far from the campsites, so it is not necessary to boil, filter or chlorinate it.

**For the evenings in the campsites/shelters (operated by Vertice S.A.):**

- A change of clothes to wear in the campsites/shelters after the day's hike.
- Sandals or similar for the showers and for being inside the shelters.
- Change of socks/underwear.
- Personal hygiene items.
- Padlock for the lockers in the shelters.
- Travel towel (quick-drying).
- Headlamp (for use on the head) with spare batteries.

**Optional:**

- Mosquito repellent.
- Binoculars.
- Camera, chargers, and extra batteries. There are places to recharge in the shelters. Chile uses 220V with plugs with two round pins in parallel.

